

NEVADA DEPARTMENT OF MOTOR VEHICLES
AAMVA UPDATE
June, 2011

Customer Service

- This past quarter the DMV eliminated the information lines, handing out a number and an information sheet (English and Spanish) instead, so customers can sit down quicker. The information sheet outlines the necessary documents needed to complete transactions when customers reach a window.
- Wait times are now posted every minute live to our website so customers can choose when and where to go. An unintended benefit: Employees at each office are watching the times and competing with each other.
- We have added another capture station (driver license photo camera) at each metro office. We do photo last.
- Overall, the wait times in our six metropolitan offices in May 2011 averaged 28 minutes, the lowest Month in the last 11 years and 88 minutes less than in May 2010.
- We are developing smartphone applications
- We are expanding a program for new vehicle registration on line in an effort to move car buyers out of our lines.
- We will have our veterans exemption program on line so that vets won't have to come to the DMV and wait in line.
- We will be going to web-based or kiosk for duplicate DL's and ID cards.

DMV in a Box; the KIOSK Program

In an effort to reduce wait times and make the DMV much more convenient for our customers, the DMV introduced a bill to change the Kiosk program to a self-funded program. The bill was signed into law last week.

This program will allow the DMV to bring the self-service "DMV in a Box" into neighborhoods where people live, work, play and study, reversing the commute and reducing our lines. We are adding many more web-based features to future

kiosks which are touch screen and walk customers through the process in under 2 minutes.

REAL ID-The “Nevada Option”

Full compliance requires implementation of 39 benchmarks. To date, Nevada has met 25 of these benchmarks. The State cannot move forward to final compliance without new legislation and regulation.

We proposed “The Nevada Option,” a bill which would have allowed Nevada residents to choose either a Real ID compliant drivers license/ID Card or, the regular current Nevada drivers license/ID card. By allowing this option, the State would comply with federal law and allow options for Nevada residents who personally don’t want or can’t comply with the more stringent standards of the Real ID Act.

The Legislature refused to hear the bill.

Nevada Liability Insurance Validated Electronically (NV LIVE) Program

- Nevada has initiated a web based insurance verification system with a deadline of July 1st for major insurers to comply. By then, 90% of Nevada’s insurance policies will be working with the web based system. We “ping” a record and the insurance company instantly verifies coverage. The remaining companies will be web-based by December or will not be allowed to do business in the State.

Off-Highway Vehicles (OHV)

The purpose of this project is to title and register off-highway vehicles (OHVs) in accordance with the passage of Nevada law. Registration fees collected by the department are intended to support the program, which will allow for the management of existing off-road trails, new trail development and enforcement of responsible off-road vehicle operation. This is intended to be a fee-based, self-supporting program.